

BERKELEY PUBLIC LIBRARY BOARD OF LIBRARY TRUSTEES

REGULAR MEETING Wednesday, 03/07/2018

AGENDA 6:30 PM Tarea Hall Pittman South Branch 1901 Russell Street

I. PRELIMINARY MATTERS

- A. Call to Order
- **B.** Public Comments Speakers are allowed 3 minutes each for up to 10 speakers; if more than 10 individuals have filled out and submitted cards to speak, the time for all speakers will be reduced to 2 minutes per person and if more than 20 individuals have submitted speaker's cards, the time per person will be reduced to one minute each, for a maximum of one hour of public comment.
- C. Comments from Library Unions For regular meetings of the BOLT, representatives from the three unions representing Library employees may address BOLT, with a total time limit of 15 minutes. If all three (3) unions have representatives present and wish to speak, each union shall receive 5 minutes to address BOLT. If only two (2) unions have representatives present and wishing to speak, each union shall receive 7.5 minutes to address BOLT, for a total of 15 minutes. If only one (1) union has representatives present and wishing to speak, that union shall receive 15 minutes to address BOLT. The Secretary shall, at the start of the Comment from Library Union item, ask union representatives who wish to speak to identify themselves and which union they represent. The Secretary shall then determine the appropriate allocation of speaking time according to the rules stated herein.
 - i. Public Employees Union, LOCAL 1
 - ii. SEIU, LOCAL 1021 (Maintenance and Clerical Units)
 - iii. SEIU, LOCAL 1021 (Community Services and PTRLA Units)
- D. Comments from Board of Library Trustees

II. PRESENTATION CALENDAR

A. Library Budget FY19 Adjustments - Dennis Dang

III. CONSENT CALENDAR

The Board will consider removal and addition of items to the Consent Calendar prior to voting on the Consent Calendar.

All items remaining on the Consent Calendar will be approved in one motion.

- A. Approve Minutes of the February 7, 2018 Regular Meeting
 - Recommendation: Approve the minutes of the February 7, 2018 Regular Meeting of the Board of Library Trustees
- **B. Library Internet Use Policy Update** Elliot Warren

Recommendation: Adopt the resolution authorizing revisions to the Library Internet Use policy that updates it to include coverage of use of the Library's laptops and wireless system. The revision removes out of date content related to provision of privacy screens and updates it to more clearly support changes to the Behavior Guidelines policy and the adoption of the Library's Customer Service philosophy. Both of these documents prioritize the Library's responsibility to provide a welcoming environment for Library patrons. Revisions to the Computer Use Policy are informed by these more recent documents and are intended to align and clarify practices. The revision also removes out of date content related to some rules for access to the public computers.

IV. INFORMATION REPORTS

- A. Bylaws Sub Commission Oral Report Sophie Hahn and Judy Hunt
- B. Staff Report Cornerstones of Science Update Erica Glenn
- C. Monthly Library Director's Report Elliot Warren, Acting Director of Library Services
- **D. Library Events** Calendar of events and press releases for various Library programs are posted at http://www.berkeleypubliclibrary.org

V. AGENDA BUILDING

The next meeting will be a Regular Meeting held at 6:30 PM on Wednesday, April 4, 2018 at the **Tarea Hall Pittman South Branch**, **1901 Russell Street**, **Berkeley**.

VI. ADJOURNMENT

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Communication Access Information



This meeting is being held in a wheelchair accessible location. To request a disability-related accommodation(s) to participate in the meeting, including auxiliary aids or services, please contact the Disability Services specialist at 510-981-6418 (V) or 510-981-6347 (TDD) at least three business days before the meeting date. Please refrain from wearing scented products to this meeting.

I hereby certify that this amended agenda for the special meeting of the Board of Library Trustees of the City of Berkeley was posted in the display cases located at 2134 Martin Luther King, Jr. Way and in front of the Central Public Library at 2090 Kittredge Street as well as on the Berkeley Public Library's website on February 28, 2018.

//s//

Elliot Warren, Acting Director of Library Services Serving as Secretary to the Board of Library Trustees

For further information, please call (510) 981-6195.

COMMUNICATIONS

Communications to Berkeley boards, commissions or committees are public record and will become part of the City's records. Please note: e-mail addresses, names, addresses, and other contact information are not required, but if included in any communication to a City board, commission or committee, will become part of the public record. If you do not want your e-mail address or any other contact information to be made public, you may deliver communications via U.S. Postal Service or in person to the secretary of the relevant board, commission or committee. If you do not want your contact information included in the public record, please do not include that information in your communication. Please contact the secretary to the relevant board, commission or committee for further information.

Any writings or documents provided to a majority of the Commission regarding any item on this agenda will be made available for public inspection at Berkeley Public Library Administration Office located at 2090 Kittredge Street, 3rd Floor Admin Wing, Berkeley, CA 94704.

Agendas and agenda reports may be accessed via the Internet at www.berkeleypubliclibrary.org/about/board-library-trustees and may be read at reference desks at the following locations:

Central Library - 2090 Kittredge Street Claremont Branch – 2940 Benvenue West Branch – 1125 University North Branch – 1170 The Alameda South Branch – 1901 Russell

1. Andrea Mullarkey 02/10/2018

Comments at February 7 BOLT meeting



MINUTES

Berkeley Public Library - Board off Library Trustees Regular Meeting Wednesday, February 7, 2018 6:30 PM

Tarea Hall Pittman South Branch – 1901 Russell Street

Board of Library Trustees:

Diane Davenport, President

John Selawsky, Vice President

Sophie Hahn

Judy Hunt

I. PRELIMINARY MATTERS

A copy of the agenda packet can be found at http://www.berkeleypubliclibrary.org/about/board-library-trustees

1. Call to Order: 6:30 PM

Present: Trustees Davenport, Franklin, Hahn, Hunt, and Selawsky.

Absent: None.

Also Present: Elliot Warren, Acting Director of Library Services; Sarah Dentan, Library Services Manager; Ann Gonzalez, Library Services Manager; Jay Dickinson, Circulation Services Manager; Alicia Abramson, Information Technology Manager;

2. Public Comments: 1 speaker.

3. Comments from Library Unions:

- A. SEIU, LOCAL 1021 (Maintenance and Clerical Units) 1 speaker
- B. SEIU, LOCAL 1021 (Community Services and PTRLA Units) 1 speaker.
- C. Public Employees Union, LOCAL 1 0 speakers

4. Comments from Board of Library Trustees

- A. Trustee Hahn Looking forward to the Author's Dinner. Shout out to the Foundation. Thanks to Adam.
- B. Trustee Selawsky Thank you for attending tonight.
- C. Trustee Hunt Thanked staff for programming for Black History Month, looking forward to the Author's Dinner.

Information Calendar items A (Central Space Planning Update), B (Budget Report), and D (Staff Report on the Link +) were heard prior to the Consent Calendar.

A. Central Space Planning Update – Elliot Warren, Acting Director of Library Services Elliot Warren provided a presentation on Central Space Planning (Attachment #1)

B. Budget Report – Dennis Dang, Administrative and Fiscal Services Manager Dennis Dang provided a presentation on the budget (Attachment #2)

D. Staff Report on the Link + – Jay Dickinson, Circulation Services Manager Jay Dickinson and Rudy Tapia provided a presentation on Link+ (Attachment#3)

II. CONSENT CALENDAR

Action: M/S/C Trustee Hahn / Trustee Selawsky to adopt resolution # R18-004 to approve the consent calendar.

Vote: Ayes: Trustees Davenport, Franklin, Hahn, Hunt and Selawsky. Noes: None. Absent: None. Abstentions: None.

A. Approve Minutes of the January 3, 2018 Regular Meeting

From: Acting Director of Library Services

Recommendation: Adopt a resolution to approve the minutes of the January 3, 2018 Regular Meeting of

the Board of Library Trustees. Financial Implications: None.

Contact: Elliot Warren, Acting Director of Library Services

Action: Adopted resolution # R18-005.

B. Contract: One Workplace

From: Acting Director of Library Services

Recommendation: Adopt a resolution authorizing the acting Director of Library Services to execute an agreement and any amendments with One Workplace for the procurement of furniture, carpets, and acoustic tiles; and associated delivery, temporary storage, and installation services for the Central Library 1st floor lounge buildout for the anticipated period from February 26, 2018 through December 31, 2018 or thereabout in an amount not to exceed \$82,040.

Financial Implications: See Report.

Contact: Elliot Warren, Acting Director of Library Services

Action: Adopted resolution # R18-006.

C. Contract Amendment: No. 8264 Syserco, Inc.

From: Library Services Manager

Recommendation: Adopt a resolution authorizing the Director of Library Services to amend Contract No. 8264 with Syserco, Inc. for service maintenance and monitoring of the Alerton Building Management System at the Central Library and the Tarea Hall Pittman South Branch Library in an incremental amount of \$40,000.00 for a contracted value not-to-exceed \$125,000.00; and to amend the Contract's date of expiration to February 28, 2021 from February 28, 2018.

Financial Implications: See report.

Contact: Sarah Dentan, Library Services Manager

Action: Adopted resolution # R18-007.

III. ACTION CALENDAR

A. Urban Libraries Council's Statement on Race and Social Equity

From: Elliot Warren

Recommendation: Adopt a Resolution to affirm Urban Libraries Council's Statement on Race and Social

Equity.

Financial Implications: None.

Contact: Elliot Warren, Acting Director of Library Service

Action: M/S/C Trustee Hahn / Trustee Hunt to adopt resolution # R18-008 with a change to the following statement in the resolution: Change "WHEREAS, Berkeley Public Library is committed to creating and maintaining an environment of diversity, inclusion and respect both in our library systems and in all aspects of our community role; and" to "WHEREAS, Berkeley Public Library is committed to creating and maintaining an environment of diversity, inclusion and respect both in our library hiring and employment practices, systems and in all aspects of our community role; and"

Vote: Ayes: Trustees Davenport, Franklin, Hahn, Hunt and Selawsky. Noes: None. Absent: None.

Abstentions: None.

IV. INFORMATION CALENDAR

A. Central Space Planning Update – Elliot Warren, Acting Director of Library Services

This item was heard prior to the Consent Calendar.

B. Budget Report - Dennis Dang, Administrative and Fiscal Services Manager

This item was heard prior to the Consent Calendar.

C. Bylaws Sub Commission Oral Report - Sophie Hahn and Judy Hunt

Working on a date for the next meeting. Eve Franklin to provide support for the sub committee.

D. Staff Report on the Link + - Jay Dickinson, Circulation Services Manager

This item was heard prior to the Consent Calendar.

E. Monthly Library Director's Report – Elliot Warren, Acting Director of Library Services

From: Acting Director of Library Services

Contact: Elliot Warren, Acting Director of Library Services

Action: Received

F. Library Events

From: Acting Director of Library Services

Contact: Elliot Warren, Acting Director of Library Services

Action: Received

V. AGENDA BUILDING

- Payroll errors
- Staff Reports

VI. ADJOURNMENT

Adjourned at 8:09 PM.

This is to certify that the foregoing is a true and correct copy of the minutes of the special meeting of February 7, 2018 as approved by the Board of Library Trustees

/	/s/	
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Elliot Warren, Acting Director of Library Services, acting as secretary to BOLT

Attachments:

- 1. Central Space Planning Update (Attachment #1)
- 2. Budget Report (Attachment #2)
- 3. Staff Report on the Link + (Attachment#3)



Central Library Improvements

PHASE ONE: FIRST FLOOR LOUNGE

PRESENTATION TO BOLT, FEBRUARY 7, 2018

Central Library Improvements: Background

Completion of Branch Improvement Project

Berkeley Library Foundation capital campaign

Bolt budgetary priority

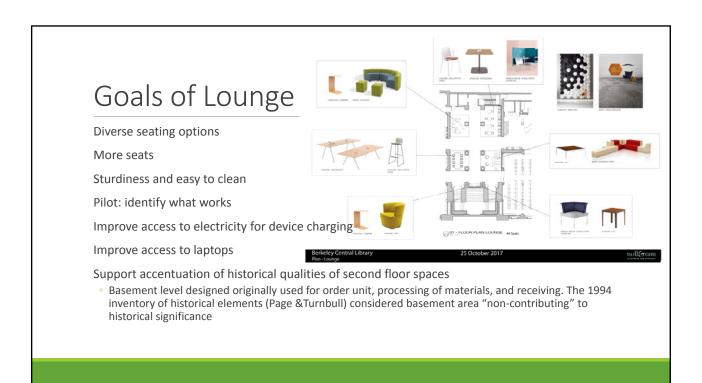
Community and staff engagement

Changes in community use of and expectations of Libraries

Recognition of teens' need for age-appropriate and dedicated space

Changes in BPL leadership







Current Space Use

Underutilized transitional space between circulation desk and basement stacks







Laptop Lending

To be installed next to entrance to lounge area

Foundation to purchase directly

For Library Use only

Castro Valley Library visit

- Lent laptops comprised about 50% of public computer use
- Quick and simultaneous updates of all laptops
- Visible and easily marketed

Customer service benefits

- Allows people to sit where they want rather than in a specified computer area
 12 Devices in 5 Feet!
- $\,^\circ\,$ Reduces need for signing and storage of paper user agreement
- Dedicated point of service



Central Library Space Planning Team

Members have included:

- Three Librarians (teen and adult services)
- Facilities Manager
- Collections Coordinator
- · Circulation Specialist
- Information Systems Specialist
- Literacy Coordinator
- Deputy Director
- Two Supervising Librarians

Site visits (Walnut Creek Library, Castro Valley Library, Moffitt Library)

Development of programmatic goals

User Experience modeling

Noll and Tam Architecture

Premier Bay Area Architecture firm

Designers of award winning public libraries

- Castro Valley
- Los Gatos
- Half Moon Bay (planned)
- · Hayward (in construction)



Next Steps

April/May installation of Laptop Lending machine

June installation of new furnishings, electrical updates, carpeting, and acoustic tiling

- Three vendors were selected based upon Noll & Tam design recommendations:
 - One Workplace (\$82,039.60)
 - Pivot Interiors (\$20,830.02)
- KBM Hogue (\$16,571.92)

Concurrent planning for other areas of first floor:

- Teen space
- Improvements to entrance area

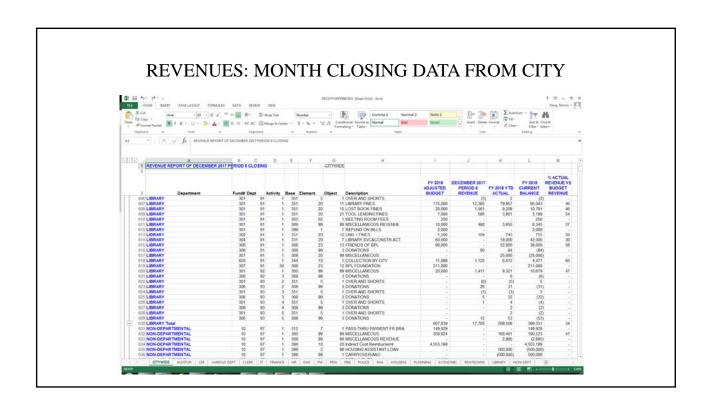
Upper floor improvements

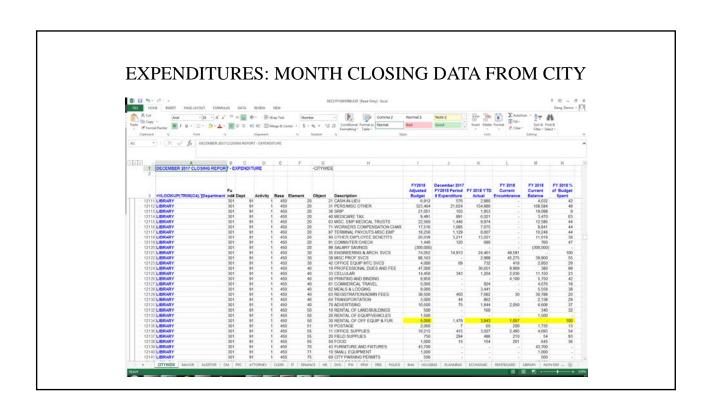
- Support for vibrant children's services
- · Accentuation of historical elements of reference and reading rooms
- Improved access to materials and reading seats
- Improvements to electronic classroom

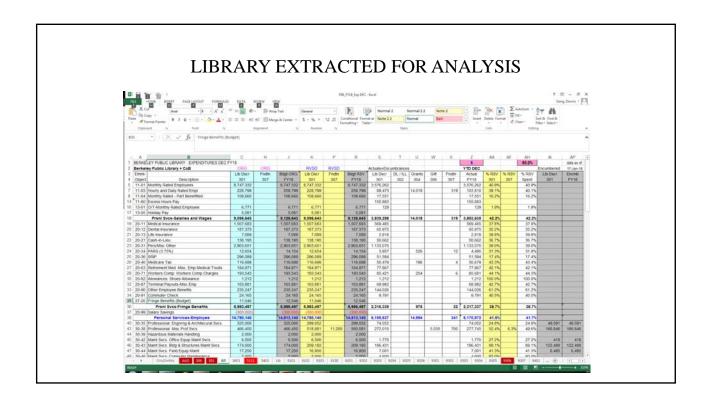


FYTD 2018 - 2Q REPORT

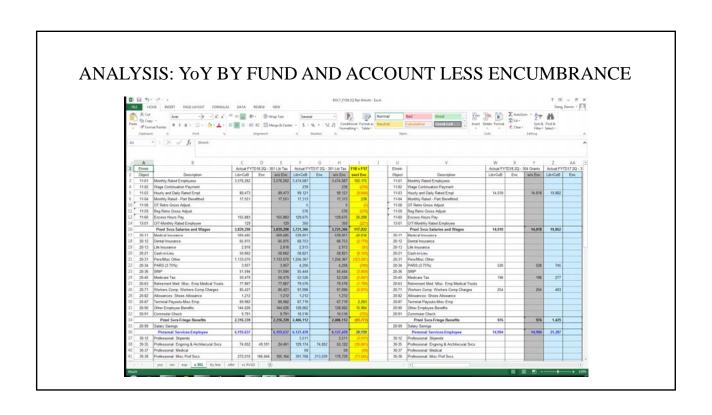
Board of Library Trustees February 7, 2018



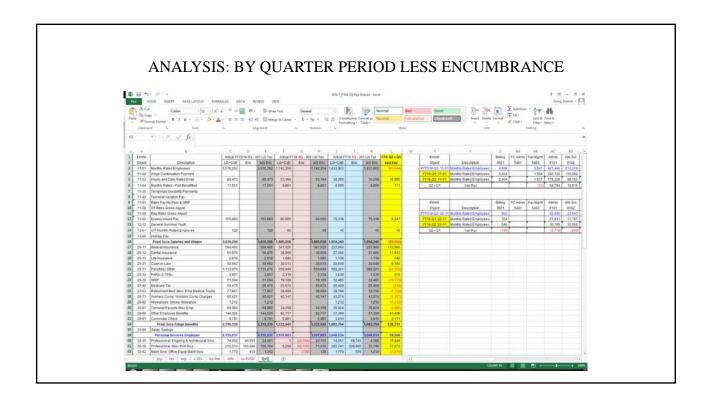


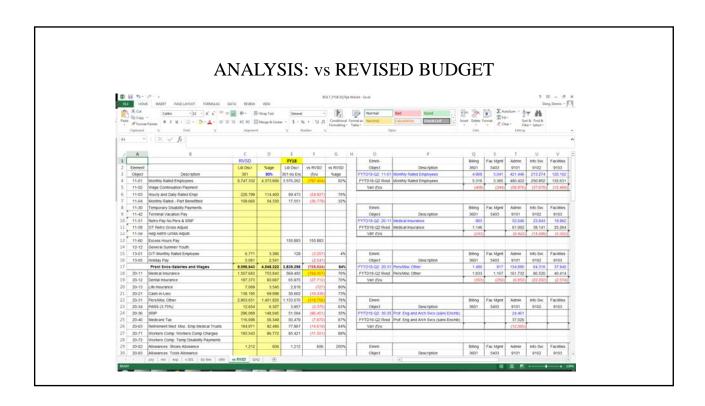


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2 Object Description	18-301	17-301	V-301	18-302	17-302	V-302	18-304	17-304	V-304	18-Ops	17-Ops	V-Ops	11
3 11-01 Monthly Rated Employees	3,576,262	3.474.087	102,175	10 012		7 002	10.001	17.001	7.001	3,576,262	3,474,087	102,175	
4 11-02 Wage Continuation Payment		239	(239)								239	(239)	
5 11-03 Hourly and Daily Rated Empl	89,473	99,121	(9.648)				14,018	19,862	(5,844)	103,491	118,983	(15,492)	
6 11-04 Monthly Rated - Part Benefitted	17,551	17,313	238							17,551	17,313	238	
10 11-58 OT Retro Gross Adjust.		5	(5)							7 - 12 - 1	5	(5)	
11 11-59 Reg Retro Gross Adjust.		576	(576)								576	(576)	
12 11-60 Excess Hours Pay	155,883	129,675	26,208							155,883	129,675	26,208	
14 13-01 O/T-Monthly Rated Employee	129	350	(221)							129	350	(221)	
16 Prsni Svcs-Salaries and Wages	3,839,298	3,721,366	117,932				14,018	19,862	(5,844)		3,741,228	112,088	-
17 20-11 Medical Insurance 18 20-12 Dental Insurance	569,485 65.975	528,851 68,753	40,634							569,485 65,975	528,851 68,753	40,634	-1
18 20-12 Dental Insurance 19 20-13 Life Insurance	2,818	2,913	(2,778)							2,818	68,753 2,913	(2,778)	
20 20-21 Cash-in-Lieu	50,662	58.821	(8.159)							50,662	58.821	(8,159)	
21 20-31 Pers/Misc Other	1,133,070	1,256,367	(123,297)					-		1,133,070	1,256,367	(123.297)	7
22 20-34 PARS (3.75%)	3,957	4,256	(299)				526	745	(219)		5,001	(518)	
23 20-36 SRIP	51,594	55,444	(3,850)				-			51,594	55,444	(3,850)	
24 20-40 Medicare Tax	50,479	52,526	(2.047)				196	277	(81)	50,675	52,803	(2,128)	
25 20-63 Retirement Med: Misc. Emp Med	77,867	79,576	(1,709)							77,867	79,576	(1,709)	
26 20-71 Workers Comp: Workers Comp C	h 85,421	91,096	(5,675)				254	403	(149)	85,675	91,499	(5,824)	
28 20-82 Allowances: Shoes Allowance	1,212	1,212								1,212	1,212		
30 20-87 Terminal Payouts-Misc Emp	69,982	67,719	2,263							69,982	67,719	2,263	



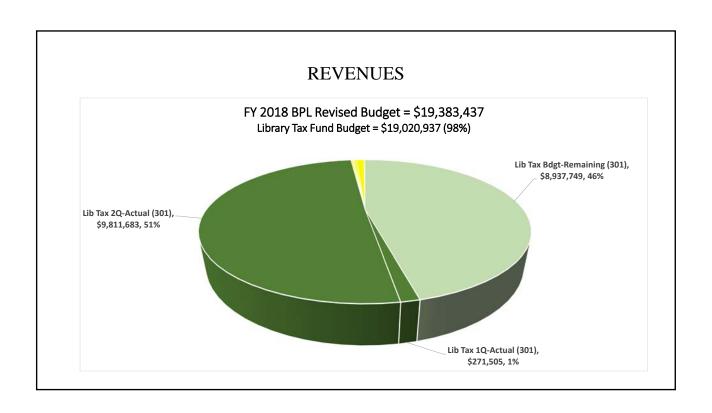
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18 FYT017: 25-11 M	fedical Insurance	798 106		42,352 10,288	27,061	18,507	60,233 6,739	34,968	19,264	46,728 1,766	18,393		1,530		50,902	6.698	18,410	18,373	19,227	528,851 40,634
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21 22 firms		Billing	Fac Mgnt	Admin	Info Svc	Facilities	Circ	Chidn/In	Art+Muc	Ref	Literacy	Dr Admin	North	South	West	Closet	Tool Led	Tech Sics	Collect	FY18
23 Object	Description	3601	5403	9101	9102	9103	9201	1212	1203	9294	9206	9301	9302	9303	9304	9305	9307	9431	5412	BPL
	ers/Msc Other ers/Msc Other	1.668	1.045	134,880	64.318 76.523		217 292	81,195 87,563	37,227 46,627	99.857 118.312	26,476		97.739		95,454	78.603 84.260	29.818	66,620	29,429 42,672	
26 Varifiel		(188)	(121)	20,320	(12,206)	876	(24,401)	(6.300)	(9.400)	(18.455)	(2,337)		(24.732)	(9,940)	(14.063)	(6.652)	1,904	(5.263)	(13,243)	(123,297)
28																				
29 Elmet- 30 Object	Description	Billing 3601	Fac Mgvt 6403	Admin 9101	Info Svc 9102	Facilities 9103	Circ 9201	Chidn/Tn 9202	Art+Muc 9203	Ref 9294	Literacy 9206	Elr Admin 9301	North 9302	South 9303	West 9304	Climint 9305	Tool Lnd 9307	Tech Sics 5401	Collect 9422	FY18 EFL
	Indessional Engring And Archit	3601	5403	74,062	9102	3143	3691	Teres.	1697	3004	94105	8301	9,142	9.943	9,04	1,05	9347	9491	3424	74,052
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41 Object 42 FYTD18 30-38 P	Description holestional: Moc Prof Svcs	3601	5403	40.263	9102 22,643		152,800	9202	1013	2,895	7210	6,963	9,999	9303	6.665	7,713	3307	3621	3422	272,010
	Encumbrance Indisassional Misc Prof Svcs			45,275 136,669	12.525 42.921	7.538 37.002	145,699	1.740		500 9,800			4,199 7,300		2,540	2,757 4,797				166,846 391,768
	Encumbrance			59,672	29,893		83,091	1,740		9,800			4,000		1,290	2,680				213,039
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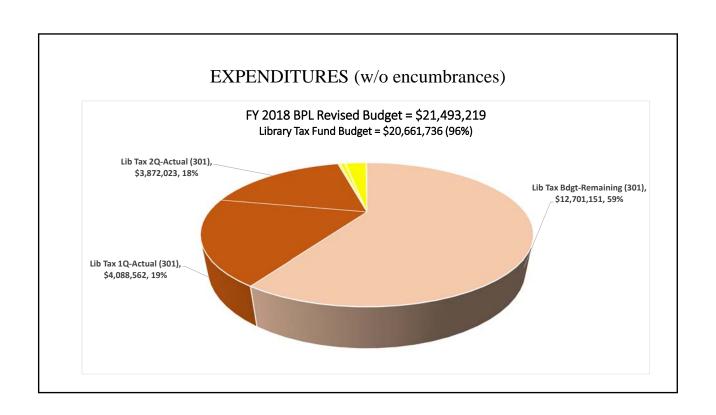
REVENUES BY FUND

FY 2018	BPL Total	Library Tax 301	TBR 302	Grants 304	Gifts 306	Foundation 307
Revised Budget	\$19,383,437	\$19,020,937	\$1,500	\$60,000	\$90,000	\$211,000
4Q-Actual						
3Q-Actual						
2Q-Actual	9,890,261	9,811,683	426		53,152	25,000
1Q-Actual	290,683	271,505	319	18,000	859	
Remaining f(/u)	9,202,493	8,937,749	755	42,000	35,989	186,000



EXPENDITURES BY FUND

FY 2018	BPL Total	Library Tax 301	TBR 302	Grants 304	Gifts 306	Foundation 307
Revised Budget	\$21,493,219	\$20,661,736	\$18,000	\$63,450	\$150,033	\$600,000
4Q-Actual						
3Q-Actual						
2Q-Actual	3,943,914	3,872,023	3,003	8,531	31,755	28,602
1Q-Actual	4,106,534	4,088,562	2,002	8,397	5,784	1,789
Remaining f(/u)	13,442,771	12,701,151	12,995	46,522	112,494	569,609



(\$) FYTD 18 FY18 FY18

LIBRARY TAX FUND (301)

	Revised Budget	Actuals at 2Q	Mid-Year Projection	Projected
Revenue	19,020,937	10.083,188	19,376,829	19,396,671
Library Tax	18,786,687	9,977,245	19,142,579	19,162,421
Other	234,250	105,943	234,250	234,250
Expenses	20,661,736	9,451,527	18,276,645	19,338,686
Personnel	14,751,521	6,143,106	13,866,430	14,915,338
Non-Personnel	5,877,596	3,295,594	4,377,596	4,390,495
СоВ	32,619	12,827	32,619	32,853
Surplus / (Shortfall)	(1,640,799)	631,661	1,100,184	57,985

LIBRARY TAX FUND (301) (\$)

	FY18 Revised Budget	FYTD 18 Actuals at 2Q	FY18 Mid-Year Projection	FY19 Projected
Beginning Fund Balance (net of reserve)	5,336,060	5,336,060	5,336,060	6,436,244
Surplus / (Shortfall)	(1,640,799)	631,661	1,100,184	57,985
Ending Fund Balance (net of reserve)	3,695,261	5,967,721	6,436,244	6,494,229

FY 2018 PROJECTIONS

- At Mid-year: Projected Fund Balance Surplus = \$6,436,244
- At Mid-year: Est. Staff Vacancy Savings = \$885,091
- At Mid-year: Est. Savings Central Library Project = \$1,500,000
- Other Factors: Reserve unchanged at \$1,500,000
- Other Factors: FY 2019 Revenue plus 2% over FY18 Adopted
- Other Factors: Fines/Fees unchanged

SUMMARY OF FUNDS' EXPENDITURES (\$)

Fund	FY18 Adopted Expense Budget	Carry-over & AAO1 (R17-043)	FY18 Adopted Expense Budget	Mid-Year Estimates	FY18 Mid-Year Projection	Projected Fund Balance at Year-end
Library Tax (301)	20,191,635	470,101	20,661,736	(2,385,091)	18,276,645	6,436,244*
TBR (302)	18,000		18,000		18,000	90,101
Grants (304)	63,450		63,450		63,450	30,380
Public Library (305)	-		-		-	56,283
Gifts (306)	150,000	33	150,033		150,033	293,309
Foundation (307)	600,000		600,000	(474,267)	125,733	527,511

^{*} net of reserve



A cooperative project among public and academic libraries that gives our patrons quick access to millions of items



Presentation by: Rudy Tapia, Library Specialist I February 7, 2018

The 'plus' of Link+

- 69 public and academic libraries are members.
- 29 million items, with 4.5 million of these items being unique and only available at one library.
- Faster than traditional Inter Library Loan.
- Patrons can place their own holds without having to interact with a staff member.
- Free to our patrons.

LINK+ Member Libraries

Academy of Art Universit Alameda County Library
Alliant International University – San Francisco Alliant International University – Fresno Alliant International University – Fresno Alliant International University - Los Angeles Alliant International University - Sacramento Alliant International University - San Diego Amador County Library Azusa Pacific University Belvedere-Tiburon Library Benicia Public Library Berkeley Public Library Biola University Calaveras County Library City College of San Francisco College of Marin Contra Costa County Library CSU Long Beach Dixon Public Library Fresno Pacific University Havward Public Library Larkspur Public Library La Sierra University Livermore Public Library Lodi Public Library Loran Linda University Loyola Marymount Universit Marin County Free Library Mill Valley Library Mission Community College Mount St. Mary's University Mountain View Public Library Napa County Library Napa Valley College

Oakland Public Librar Occidental College Pacific Union College Palo Alto City Library Pleasanton Public Library Redwood City Public Library Richmond Public Library Sacramento Public Library Saint Mary's College of California San Anselmo Library San Diego County Library San Francisco Public Library San Joaquin Delta College San José Public Library San Mateo City Library San Mateo County Library San Rafael Library Santa Clara City Library Santa Clara University Sausalito Public Library Solano Community College Solano County Library St. Helena Public Library Stanislaus County Library Stockton San Joaquin County Public Library Sunnyvale Public Library University of La Verne University of Nevada, Reno University of San Francisco University of the Pacific West Valley Community College Whittier College Yolo County Library

Tuolumne County Library Coming Soon!

Behind the Scenes!

- All member libraries have contracts with Innovative Interfaces (ILS) and the Tricor courier service to make requesting and delivering books possible. The cost of these two contracts equals about \$1.43 per book received by our patrons.
- Materials are delivered Monday through Friday and are processed daily.
- Materials that are requested to be picked up at one of our branches are sent there through our delivery department.



How Does it Work?

- Link+ is directly integrated with our local system.
- Patrons can view results of title searches in our catalog, or they can search the Link+ database directly.
- Link+ holds are placed just like local holds
- Items arrive in 2 to 6 days. The patron receives a notification that the item is ready for pickup.
- The loan period is 21 days, with the option of one renewal. Items can be renewed 3 days before their due date.



Link+ Materials 2014-2017

- An average of 24,370 Link+ books were received for our patrons each year.
- An average of 23,760 Link+ books were sent out from our library each year.



What our patrons say about this service...

- "The BPL has a great selection, and when there's something I want that they don't have, I use Link+ which is wonderful."
- "I am super appreciative of the wide reach of Link. I would say about a quarter of the books I get come from there. I appreciate that it is a source for books so that my local library can use its money for other things."



New Possibilities For This Service!

• 50 of the libraries also lend media materials which include the following formats: Audio Books, Blu-rays, CDs, DVDs, MP3s, Cassettes, VHS, Film Strips, Kits, Transparencies, CDROMs, Video Games and Playaways!











CONSENT CALENDAR

March 7, 2018

TO: Board of Library Trustees

FROM: Elliot Warren, Acting Director of Library Services

SUBJECT: LIBRARY INTERNET USE POLICY

RECOMMENDATION

Adopt a resolution authorizing revisions to the Library Internet Use policy that updates it to include coverage of use of the Library's laptops and wireless system. The revision removes out of date content related to provision of privacy screens and updates it to more clearly support changes to the Behavior Guidelines policy and the adoption of the Library's Customer Service philosophy. Both of these documents prioritize the Library's responsibility to provide a welcoming environment for Library patrons. Revisions to the Computer Use Policy are informed by these more recent documents and are intended to align and clarify practices. The revision also removes out of date content related to some rules for access to the public computers.

FISCAL IMPACT

This report will have no fiscal impacts.

BACKGROUND

Berkeley Public Library provides free access to the Internet as part of our mission to provide resources in a wide variety of formats to meet the community's cultural, informational, recreational, and educational need. Access to electronic resources by way of public computers, laptops, and a free wireless network is a core Library service. In view of the complex issues associated with access to electronic information, the American Library Association urges libraries to formally adopt Internet use policies developed from their specific missions and goals. When first adopting a Library Internet Use Policy, Berkeley Public Library staff researched the policies of other libraries and developed a policy designed to support providing a high degree of internet access and privacy for patrons. The current proposed policy was developed to improve upon previous versions and to enable staff to better meet the mission of creating a welcoming environment for patrons.

The current Library Internet Use Policy was last updated in July of 2014 mainly to incorporate language regarding the provision of privacy screens. It also established guidelines for access and incorporated a Terms of Use requirement for patrons to agree to prior to initiating a session.

In May of 2015, BOLT adopted a Behavior Guidelines Policy that prohibits "use of the Library computers in a way that interferes with a safe, welcoming and comfortable environment for other patrons and staff." Additionally, the Library now lends laptops from each facility, has plans to increase the number of laptops it lends, and will be making the process for borrowing laptops easier. The Library's wireless network allows internet access within all public areas of each building and is used at a higher rate than

ever before. In fact, the majority of access to the Library's network is no longer done via the Library's public computers. The policy is being updated to reflect these practical changes.

CURRENT SITUATION AND ITS EFFECTS

The Library Internet Use Policy as revised establishes policy regarding patron responsibilities for content and behavior while accessing the internet in Library facilities, and connects user responsibilities with the Library Behavior Guidelines.

This revision removes mention of privacy screens because laptops cannot be privacy-screen enabled and because these screens are imperfect tools; the Library cannot guarantee that such screens prevent others in the area from viewing content. The revision furthermore clarifies that the policy covers internet access via laptops and the Library's high speed wireless network, not just the public computer stations. The revision is intended to support the Library's Behavior Guidelines by clarifying that Library staff are empowered to facilitate a welcoming environment by asking patrons to change screens when necessary to support that environment. The revision reminds patrons that the Library is a public setting and that they are expected to use their best judgment when using the Library's internet services.

FUTURE ACTION

No further action is required.

Attachments:

- 1. Resolution
- 2. Library Internet Use Policy (adopted July 23, 2014)
- 3. Library Internet Use Policy Revised
- 4. Behavior Guidelines approved May 28, 2015
- 5. Berkeley Public Library Customer Service Philosophy

BOARD OF LIBRARY TRUSTEES

RESOLUTION NO: 18-___

REVISED LIBRARY INTERNET USE POLICY

WHEREAS, the Berkeley Public Library provides its patrons free access to the Internet through a wireless network, laptop computers, and public access computers available in all branches, which is consistent with the Library's mission; and

WHEREAS, the Board adopted an Internet Use Policy on October 24, 2007 by Resolution R07-106; and

WHEREAS, the Board revised the Internet Use Policy on July 23, 2014 by Resolution R14-042; and

WHEREAS, that policy did not explicitly describe the policy as covering laptops or the wireless network; and

WHEREAS, the Library now provides free high speed wireless access and borrowable laptops from each of its facilities;

WHEREAS, the Board adopted a Behavior Guidelines policy on May 28, 2015 by Resolution R15-106 that prohibits "use of the Library computers in a way that interferes with a safe, welcoming and comfortable environment for other patrons and staff;" and

WHEREAS, privacy screens cannot be placed on laptops and cannot guarantee complete privacy when used in a public setting; and

WHEREAS, all areas of the areas of Berkeley Public Library facilities that patrons can access are public spaces; and

NOW, THEREFORE, BE IT RESOLVED by the Board of Library Trustees of the City of Berkeley to adopt the revised Internet Use Policy, which establishes policy regarding patron responsibilities for content and behavior while accessing the Internet in Library facilities, effective March 7, 2018.

ADOPTED by the Board of Library Trustees of the City of Berkeley during a Meeting held on March 7, 2018 by the following vote:

AYES: NOES: ABSENT: ABSTENTIONS:	
	Diane Davenport, Chairperson
	Elliot Warren, Acting Director of Library Services Serving as Secretary to the Board of Library Trustees

BERKELEY PUBLIC LIBRARY POLICIES

SUBJECT: Internet Use Policy

A.R. Number	10.16
ORIGINAL DATE:	10/24/07
REVISED DATE:	07/23/2014
BOLT Resolution #:	R14-042
PAGE:	5 of 2

A. PURPOSE

The purpose of this administrative regulation is to set forth a policy governing the use of the Internet by patrons in any Berkeley Public Library facility, and upon which procedures for implementing this policy can be based.

B. POLICY

The Berkeley Public Library provides public access to the Internet to fulfill, in part, the Library's mission of developing resources and services that meet the cultural, informational, recreational, and educational needs of Berkeley's diverse, multicultural community, and of supporting the individual's right to know by providing free access to information. The Library provides internet access in three ways:

- Public computer stations
- Borrowable laptop computers for Library use only
- A wireless network available to people with their own wireless devices

This policy applies to use of each of these three services.

The Library adheres to the American Library Association's policy statement *Access to Electronic Information, Services, and Networks: An Interpretation of the Library Bill of Rights,* which supports the right of individuals to choose library materials for themselves, including those in electronic formats. All Library computers must be used in accordance with this policy and the Berkeley Public Library Rules of Conduct. The Library must balance the goal of supporting intellectual access with that of maintaining a welcoming environment. When use of the Library's public computers, laptops, or wireless network interferes with other patrons' ability to use Library services, staff may ask patrons to change their behavior.

Responsibility for Content: The Berkeley Public Library does not monitor and has no control over the information available on the Internet and cannot be held responsible for the content, accuracy, or quality of the information retrieved. Not all information available on the Internet is accurate, complete, up-to-date, lawful, or philosophically acceptable to all individuals. The Library does not filter content on the internet.

The Library encourages parents and guardians to participate with their children in using Library resources and the Internet. The Library affirms the right and responsibility of a parent to determine and monitor their child's Internet access. Computers reserved for the exclusive use by children, or children with guardians, are available in children's areas of the Library.

The user is ultimately responsible for selecting which sites to visit, and should be aware that Library computers are in a public area where others may be involuntarily exposed to what is displayed. Computer users have no guarantee of privacy when in a public area. To

ensure a welcoming environment conducive to providing library services for the entire community, patrons are expected to exercise good judgment and consideration. Some materials, such as sexually graphic or violent materials, may be more appropriate for viewing in the privacy of one's home rather than in a public space. Patrons may be asked to change screens if their use of the internet, computers, and/or devices interferes with the ability of the Library to provide a welcoming environment for the public. Users are expected to adhere to the Library's Behavior Guidelines and/or Rules of Conduct. Violations may result in the loss of Library privileges.

Use of Library Equipment: Illegal activities or activities that interfere with or disrupt the network, users, services, or equipment are prohibited. Use of the Library's computers for the transmission, dissemination, and/or duplication of information is regulated under various state and federal laws. The Library expects all users to comply with such laws.

There are time limits on Library computer use per day; the limit may vary according to location and level of demand. The Library strives to provide as much access for all as possible and seeks to identify ways to enable access to the highest extent possible, given limited resources and equipment. However, violation of time limits may result in loss of Library privileges when it is deemed to disrupt access to the internet for other users.

Reviewed by:		
	Director of Library Services	Date
Approved by:		
	President, Board of Library Trustees	Date

BERKELEY PUBLIC LIBRARY POLICIES

SUBJECT: Internet Use Policy

A.R. Number	10.16
ORIGINAL DATE:	10/24/07
REVISED DATE:	03/07/2018
BOLT Resolution #:	R14-042
PAGE:	7 of 2

I. PURPOSE

The purpose of this administrative regulation is to set forth a policy governing the use of the Internet by patrons in any Berkeley Public Library facility, and upon which procedures for implementing this policy can be based.

II. POLICY

The Berkeley Public Library provides public access to the Internet to fulfill, in part, the Library's mission of developing resources and services that meet the cultural, informational, recreational, and educational needs of Berkeley's diverse, multicultural community, and of supporting the individual's right to know by providing free access to information. The Library adheres to the American Library Association's policy statement *Access to Electronic Information, Services, and Networks: An Interpretation of the Library Bill of Rights*, which supports the right of individuals to choose library materials for themselves, including those in electronic formats. All Library computers must be used in accordance with this policy and the Berkeley Public Library Rules of Conduct.

<u>Responsibility for Content:</u> The Berkeley Public Library does not monitor and has no control over the information available on the Internet and cannot be held responsible for the content, accuracy, or quality of the information retrieved. Not all information available on the Internet is accurate, complete, up-to-date, lawful, or philosophically acceptable to all individuals. The Library does not limit access to sites on the Internet or censor information that some may find offensive.

The Library encourages parents and guardians to participate with their children in using Library resources and the Internet. The Library affirms the right and responsibility of a parent to determine and monitor their child's Internet access. Computers reserved for the exclusive use by children, or children with guardians, are available in children's areas of the Library.

The user is ultimately responsible for selecting which sites to visit but should be aware that Library computers are in a public area and that others may be involuntarily exposed to what is displayed. Privacy screens are installed on all Internet access computers. However, these screens do not fully prevent other library users from seeing what you are viewing. Users are asked to respect the privacy of others and adhere to the Library Rules of Conduct. Violations may result in the loss of Library privileges.

<u>Use of Library Equipment:</u> Illegal activities or activities that interfere with or disrupt the network, users, services, or equipment are prohibited. Use of the Library's computers for the transmission, dissemination, and/or duplication of information is regulated under various state and federal laws. The Library expects all users to comply with such laws. There are time limits on Library computer use per day; the limit may vary according to location and level of demand. Violation of these limits

A.R. Number 10.16 Internet Use Policy

in any way, including representing oneself as another person by access codes or library card number may result in loss of Library privileges.

To use an Internet access computer, a patron must have a Berkeley Public Library card in good standing. Accounts whose fines and fees exceed \$100 are blocked from access to Internet computers.

Each time a patron logs onto an Internet Access computer, they must agree to the terms of use.

Reviewed by:	Director of Library Services	Date
Approved by:		
•	Chair, Board of Library Trustees	Date

Berkeley Public Library Behavior Guidelines

Berkeley Public Library seeks to create a welcoming environment that enables learning, reading, and seeking Library resources. The Library Board has adopted the following behavioral guidelines for the safety and comfort of all Library patrons and staff, and for safeguarding the Library's facilities and resources.

Any behavior that interferes with the reasonable use and operations of the Library is forbidden, and may result in the suspension of Library privileges.

The following behaviors are prohibited:

- Refusal to follow reasonable direction from Library staff or security guards
- Engaging in any illegal activity
- Assault, fighting or challenging to fight
- Engaging in or soliciting any sexual act
- Theft, damage, or destruction of Library property
- Harassing or threatening language or conduct toward library patrons or staff
- Carrying weapons of any type
- Sleeping
- Lying on floors or furniture
- Blocking entrances, exits, or walkways
- Exuding offensive, pervasive odors, including pervasive fragrances caused by perfume or other scented products, which constitutes a nuisance to other patrons or staff
- Riding skates, roller shoes, scooters, skateboards, or other similar devices
- Unreasonable or excessive noise that disrupts other patrons or staff (e.g. loud taking, screaming, playing audio equipment, banging on desks or computer keyboards)
- Inappropriate use of restrooms (e.g. bathing, washing clothes)
- Smoking in the Library or within 25 feet of doors and windows
- Bringing in excessive personal materials (all personal items together must be within 16x18x24), or leaving personal items unattended
- Failing to wear shoes, shirt/top, and skirt/pants
- Failing to abide by posted notices regarding reserved seating, or other reserved spaces
- Leaving a child (7 and under) unattended by a parent or other responsible caregiver.
- Fraudulent use of another's Library card and/or number for any purpose, including using another's Library card to reserve or use Library computers
- Bringing animals into the Library, unless they are service animals authorized by law
- Petitioning or soliciting in the Library
- Possessing, consuming or being under the influence of alcohol or illegal drugs
- Eating in the Library
- Drinking in the Library, unless bottles or cups have a secured lid
- Use of the Library computers in a way that interferes with a safe, welcoming and comfortable environment for other patrons and staff

In line with the Patron Suspension Policy, authorized Library staff may suspend persons who, advised of the behavioral guidelines above, fail to comply with them.

See the Patron Suspension Policy of further information/See the Unattended Children Policy of further information



Customer Service Philosophy

This philosophy was adopted in November, 2017 as the result of work by the Library's Customer Service Planning Team, Library Council, and Library Management.

We provide a universally welcoming environment. We facilitate equitable access to Library resources.

We assume best intentions and respond with empathy and integrity. We actively listen to community members and each other.

We empower patrons to use the Library independently and with ease; we meet patrons' needs at point of contact, refer to others when necessary, and follow up consistently.

We regularly promote the Library in a positive manner. We are committed to finding more ways to say "yes."

We develop methods to satisfy the needs of our diverse community and mindfully consider the developmental needs and interests of all age levels.

We maintain a high level of safety awareness for the community and each other.

We are knowledgeable of Library policies and procedures and apply them equitably.



INFORMATION REPORTS

March 7, 2018

To: Board of Library Trustees

From: Elliot Warren, Acting Director of Library Services

Subject: Monthly report from Director of Library Services

Public Programming:

Berkeley Public Library presents a diverse selection of public programming throughout the year, and also highlights programs in association with history and heritage months as the year progresses. This year, **Black History Month** programming opened with a screening of the film *Evolutionary Blues: West Oakland's Music Legacy*, followed by a Q&A with film director Cheryl Fabio and musicians Leon Williams and James Levi at Tarea Hall Pittman South Branch. More than 100 community members attended this event, which was also the inaugural event of the ongoing Tarea Hall Pittman Social Justice Series, consisting of curated quarterly programming reflecting themes of activism and social justice in the East Bay.

Programs for families this month included an Afro-Caribbean dance workshop at Claremont Branch. For our younger patrons, the Central Library hosted *Quilt Stories and Paper Quilt Squares*" sharing a story about how enslaved African Americans used quilts to escape to freedom. Attendees learned the meaning of the codes found in quilts, and were provided the opportunity to make a paper quilt square to take home. Also for our younger patrons, North Branch presented a special storytime that presented numerous Caldecott Award winning titles which depict the African American experience and an animated version of Jack Keats's *The Snowy Day*, the first full-color picture book to feature an African American child as its protagonist. Animation was also featured at the Central Library, as visual culture scholar Duane Deterville screened portions of the animated Marvel Knights television series *Black Panther* and presented an entertaining discussion asking the question, "who is Black Panther?" Finally, Tarea Hall Pittman South Branch closed the month with an opportunity to explore personal family histories, when genealogist Cynthia McDaniels shared a *Beginners' Workshop on African American Genealogy Research* to a full house.

The Central Library held a screening of Filmmaker Dr. Shakti Butler's *Healing Justice*, a film which addresses the youth-to-prison pipeline and criminal justice reform, and highlights alternative reconciliation methodologies such as restorative justice. World Trust, the organization responsible for producing and distributing the film, is a 501c3 nonprofit dedicated healing the wounds of racism through the practices of "love-in-action and respect: kindness, non-judgment, compassion, deep listening." As part of that mission, Dr. Butler facilitated a discussion about these themes with the 80 program attendees.

Also for Black History Month, the Central Library hosted a concert by *Mary Lou's Apartment*, an all-woman big band that celebrates the heritage of African American jazz composers and musicians Mary Lou Williams and Melba Liston. 85 people attended.

Chinese Lunar New Year occurs in February and to celebrate, the Central Library presented *Forever Chinatown*, a documentary portrait of 81 year-old Frank Wong, who has spent decades reconstructing the now-lost SF Chinatown of his youth in exquisite dioramas. The 45 community members who attended had the opportunity to meet with the director to discuss both technical and thematic elements of the film. *Forever Chinatown* is a film that is available on the Library's new streaming movie service, **Kanopy**, which

also provides public performance rights to all users. As a result, the Library can now publically show such films free of charge at its convenience.

Also for Chinese Lunar New Year, the Claremont Branch hosted a family *Lion Dance* program presented by Yee's Martial Arts, an East Bay martial arts studio. 70 members of the public squeezed into the Claremont Branch to participate.

Collaborations:

BUSD and Overdrive hosted the Overdrive Bookmobile at Longfellow Middle School on February 6 that enabled students and teachers the opportunity to familiarize themselves with the Library's most popular ebook and e-audiobook service, Overdrive. BPL Librarians Andrea Mullarkey and Will Marston attended on behalf of BPL to help students find books to read and to show them how to check out titles. As a result of the collaboration between BUSD, Overdrive, and BPL, BUSD students are now able to check out Overdrive titles by signing in with their school-provided email address, a new process that had not previously been available and which makes it easy for students to use the service. The Library is purchasing an additional \$15,000 of teen e-audiobooks to help students find books to enjoy through Overdrive. Librarian Kay Finney is collaborating with BUSD Librarians to identify titles, including ones in Spanish to add to the Overdrive collection and to enhance the experience of our new users. On Wednesday, February 28, Librarians who work in teen services and Collections staff are attending an Overdrive Open House at Berkeley High School. BHS students are invited to try out the service and work with a BPL Librarian to learn how to download the Overdrive app to their devices and discover engaging titles to read and/or listen to.

Library Council:

The Library holds bimonthly Library Council meetings comprised of lead staff and managers. All Supervising Librarians, Supervising Library Assistants, Senior Librarians, and managers attend these meetings, which are designed to enable attendees to share information; identify challenges and brainstorm solutions; and set organizational priorities in a collaborative way. The group also discusses what kind of information is needed from the units themselves to provide staff input into these decisions, and, as a result, in late summer, the Library Council Meetings were changed from a monthly to bimonthly time frame to better enable a quick and effective collaborative process.

Examples of the work of the group include:

- Debriefing on recent incidents and identifying ways to improve response for future similar incidents
- Identifying and developing consensus around best practices for marketing programs via the Library's website
- Providing input on circulation practices for such things as holds and circulation limits
- Developing a new Library Safety Committee and recommending the scope of responsibility for the committee and a model for its make-up
- Discussions on best practices for holiday-themed programming
- Input on changes to policies, such as the Internet Use and Behavior Guidelines Policies
- Sharing of information from trainings such as Librarian's Guide to Serving the Homeless

CONTACT PERSON

Elliot Warren, Deputy Director of Library Services, 510-981-6195